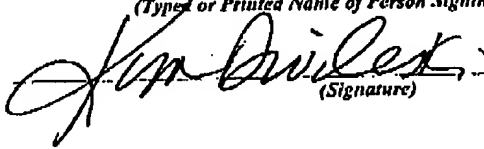


<b>CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)</b>			Docket No. RSW920010033US1
Applicant(s): Doreen L. Galli			
Application No. 09/870,223	Filing Date 5/30/2001	Examiner Kang, Insum	Group Art Unit 2193
Invention: METHOD AND APPARATUS FOR TAILORING VOICE PROMPTS OF AN INTERACTIVE VOICE RESPONSE SYSTEM			
<b>RECEIVED CENTRAL FAX CENTER MAY 25 2005</b>			
<p>I hereby certify that this <u>Request for Reconsideration (13 pages)</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>703-872-9306</u>)</p> <p>on <u>5/25/2005</u> (Date)</p> <p style="text-align: right;"><u>Kim Dwileski</u> (Typed or Printed Name of Person Signing Certificate)</p> <p style="text-align: right;"> (Signature)</p> <p style="text-align: center;">Note: Each paper must have its own certificate of mailing.</p>			

P18/RCV02

DOCKET NO. RSW920010033US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Doreen L. Galli

Examiner: Kang, Insun

Serial No.: 09/870,223

Art Unit: 2193

Filed: 05/30/2001

For: METHOD AND APPARATUS FOR TAILORING VOICE PROMPTS OF AN  
INTERACTIVE VOICE RESPONSE SYSTEM

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Request for Reconsideration

Sir:

This Request for reconsideration is in response to the Final Office Action mailed

March 25, 2005.

09/870,223

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